

RELAY SERVICES DATA REQUEST INSTRUCTIONS

- Start-up expenses are compensable, but must be amortized in accordance with generally accepted accounting rules (FCC 07-186, ¶76-77).
- All costs submitted must directly support the provision of relay service (FCC 07-186, ¶75).
- Reasonable executive compensation for persons who directly support the provision of TRS is compensable from the Fund (FCC 07-186, ¶79). For example, if executives of a company that provides a variety of services in addition to TRS do not personally work on TRS issues, no part of their salaries can be included in the company's TRS cost submission (FCC 07-186, ¶75).
- Financial transaction costs or fees unrelated to the provision of relay service are not compensable as reasonable costs of providing service. Such costs include costs and fees relating to a change in ownership of the entity providing relay service, the sale of the entity, the spin off of part of the entity, or any other transaction directed at the ownership, control, or structure of the relay provider (FCC 07-186, ¶80).
- Costs attributable to relay hardware and software used by the consumer, including installation, maintenance costs, and testing are not compensable from the Fund. Compensable expenses do not include expenses for customer premises equipment – whether for the equipment itself, equipment distribution, or installation of the equipment or necessary software (FCC 07-186, ¶82).
- Do not include profit or tax allowances in expenses. (FCC 04-137, ¶179-182)
- Only expenses to meet the **non-waived mandatory minimum standards** should be included. (FCC 04-137, ¶188-190)
- Capital investment data, if applicable, must be submitted by service. (FCC 04-137, ¶177-182)
- If depreciated expenses are reported, the year end net book value of the capital investment from which depreciation was computed must be reported in Section F.

TRS providers must submit the following data:

- **total annual expenses** of providing IP Relay and VRS
- reported in only **one category**; the section total of expense categories should reflect the total expenses of providing each service (i.e. IP and VRS).
- **actual annual 2006 and 2007 expenses** and **projected** annual expenses for **2008 and 2009**.

Please complete the appropriate expense page for each of the services performed. Each expense form is identified by service type on the first line of the form.

All reasonable expenses of providing eligible relay services, whether as part of a state-contracted service or a stand-alone service, **are reportable**.

B. FORM INSTRUCTIONS

Provider Identification

- A. **Service Provider/Administrator:** Provide the requested information about the service provider -- the entity responsible for providing TRS/IP/STS/VRS/CTV and IP CTS. The contact name requested is the name of the person who will serve as the official provider interface for the interstate TRS Fund Administrator.

-NECA PROPRIETARY-

RELAY SERVICES DATA REQUEST INSTRUCTIONS

- B. Data Request Response:** List the name and contact information for the person to whom questions and requests for clarification regarding the data request response should be directed.
- C. Changes, Activities & Improvements:** If significant changes have occurred or are expected to occur with this service, please provide an explanation.
- D. Other Information:** Provide the requested information for each state served. The rate information is confidential and will not be shared with anyone outside of NECA and the Commission.
- E. Center Location:** Please provide address, city and state, and the hours of operation for each relay center and list the services provided in that center.
- F. Subcontractors, etc.:** Please provide a listing of all subcontractors, marketing entities, websites, and any other entities through which relay services are provided.

I. Total Video Relay Service Expenses

Include **reasonable expenses attributable to providing Video Relay Service** in English as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

A. Annual Recurring Fixed/Semi-Variable Expenses

1. **Rent:** Annual payments solely for land and/or buildings rented for the provision of TRS.
2. **Utilities:** Expenses associated with land and buildings, such as water, sewerage, fuel, T1 lines, internet connectivity and power. **Telephone service expenses, such as center toll free numbers, local and foreign exchange should also be included here. Also see ITEM B. 4.**
3. **Building Maintenance:** Expenses for maintenance and repair.
4. **Property Tax (if owned):** Taxes paid on property owned and used for the provision of TRS.
5. **Furniture (if leased):** Lease or rental expenses associated with center furnishings.
6. **Office Equipment (if leased):** Lease or rental expenses associated with office equipment.

Subtotal Section A expenses.

B. Annual Recurring Variable Expenses (Direct TRS Operating Expenses)

1. **Salaries and Benefits:** Compensation to *non-management employees (persons performing communications assistant and interpreter activities)*, such as wages, salaries, commissions, bonuses, incentive awards and termination payments; payroll related benefits paid on behalf of employees, such as pensions, savings plans, workers' compensation required by law, insurance plans (life, hospital, medical, dental, vision); and social security and other payroll taxes. **Included in this expense is the cost of "contract interpreters and/or communication assistants" who are not employees.** **ADDITIONAL DATA REQUIRED – see Appendix 1**
2. **Salaries and Benefits:** Compensation to *management employees (relay center managers & supervisors)*, such as wages, salaries, commissions, bonuses, incentive awards and termination payments; payroll related benefits paid on behalf of employees, such as pensions, savings plans, workers' compensation required by law, insurance plans (life, hospital, medical, dental, vision); and social security and other payroll taxes. **ADDITIONAL DATA REQUIRED – see Appendix 1**
See discussion of executive compensation at paragraphs 78-79 of the Commission's Report and Order and Declaratory Ruling, released on November 19, 2007 (FCC 07-186).

-NECA PROPRIETARY-

RELAY SERVICES DATA REQUEST INSTRUCTIONS

3. **Salaries and Benefits:** Compensation to *relay center staff*, such as wages, salaries, commissions, bonuses, incentive awards and termination payments; payroll related benefits paid on behalf of employees, such as pensions, savings plans, workers' compensation required by law, insurance plans (life, hospital, medical, dental, vision); and social security and other payroll taxes. **ADDITIONAL DATA REQUIRED – see Appendix 1**
4. **Telecommunications Expenses:** Expenses associated with inspecting, testing, analyzing and correcting trouble; repairing or reporting on telecommunications plant (switching, transmission, operator, cable and wire) to determine need for repairs, replacements, rearrangements, and changes; expenses for activities, such as controlling traffic flow, administering traffic measuring and monitoring devices, assigning equipment and load balancing, collecting and summarizing traffic data, administering trunking, and assigning interoffice facilities and circuit layout work. **Note: expenses reported here are in addition to the telephone service expenses reported in Section A 2.**
5. **Billing Expenses:** Rating of toll messages and billing functions not recovered from other sources.
6. **Relay Center Expenses:** Expenses not included in other accounts, such as providing food services, libraries, archives, mail service, procuring office equipment, office supplies, materials and repairs.

Subtotal Section B expenses.

C. Annual Administrative Expenses

Indirect overhead costs are not reasonable costs of providing TRS. Appropriate overhead costs are those costs directly related to, and directly support, the provision of relay service. Indirect overhead costs may not be allocated to TRS by an entity that provides services other than TRS based on the percentage of the entity's revenues that are derived from the provision of TRS. (FCC 07-186, ¶74-75).

1. **Finance/Accounting:** Expenses incurred in providing accounting and financial services. Accounting services include payroll and disbursements, property accounting, capital recovery, regulatory accounting, tax accounting, auditing, capital and operating budget and control, and general accounting. Financial services include banking operations, cash management, and benefit investment fund management, etc. **ADDITIONAL DATA REQUIRED – see Appendix 1**
2. **Legal/Regulatory:** Expenses incurred for legal and regulatory services. Legal services include conducting and coordinating litigation, providing guidance on regulatory and labor matters, court expenses, filing fees, cost of counsel, etc. Regulatory services include preparing and presenting information for regulatory purposes, such as responding to this data request. **ADDITIONAL DATA REQUIRED – see Appendix 1**
3. **Engineering:** Expenses incurred in the general day to day engineering operation of the TRS telecommunications plant and /or IP network to meet applicable non-waived mandatory minimum standards. **ADDITIONAL DATA REQUIRED – see Appendix 1**
4. **Research and Development:** Expenses incurred for R&D required to meet applicable non-waived mandatory minimum standards. **ADDITIONAL DATA REQUIRED – see Appendix 1**
5. **Operations Support:** Expenses that ensure the sustainability of service including troubleshooting, customer service and technical support.
6. **Human Resources:** Expenses incurred in performing personnel administration activities, including recruiting, hiring, forecasting, planning, training, scheduling, counseling employees and reporting. **ADDITIONAL DATA REQUIRED – see Appendix 1**
7. **Billing:** Administrative expenses of rating and providing billing information to interexchange and exchange carriers, if not recovered by other means. **ADDITIONAL DATA REQUIRED – see Appendix 1**
8. **Contract Management:** Expenses of managing activities required by the provider contracts. **ADDITIONAL DATA REQUIRED – see Appendix 1**

-NECA PROPRIETARY-

RELAY SERVICES DATA REQUEST INSTRUCTIONS

9. **Risk Management:** Management expenses associated with workmen's compensation, payments in settlement of accident and damage claims, insurance premiums against losses and damages, sickness and disability payment, etc.
10. **Other Corporate Overhead:** Other administrative expenses of providing TRS not included in previous categories. All costs over \$10,000 should be itemized. **ADDITIONAL DATA REQUIRED – see Appendix 1**
See discussion of overhead costs at paragraphs 74-75 of the Commission's Report and Order and Declaratory Ruling, released on November 19, 2007 (FCC 07-186).

Subtotal Section C expenses.

D. Annual Depreciation/Amortization Associated with Capital Investment
Depreciation listed in this section **MUST** tie to the capital investment reported in Section F.

1. **Furniture & Fixtures:** Depreciation expense on furniture and/or fixtures. **ADDITIONAL DATA REQUIRED – see Appendix 1**
2. **Telecommunications Equipment:** Depreciation expense associated with capitalized expenses of telecommunications equipment including switching equipment, operator services equipment, cable and wire facilities, transmission equipment, and power equipment. **ADDITIONAL DATA REQUIRED – see Appendix 1**
3. **Leasehold:** Amortization of leasehold improvements – improvements which become a permanent part of a building, like walls or carpeting. **ADDITIONAL DATA REQUIRED – see Appendix 1**
4. **Other Capitalized:** depreciation expense not accounted for in other categories. **ADDITIONAL DATA REQUIRED – see Appendix 1**

Subtotal Section D expenses.

E. Other Expenses

1. **Marketing/Advertising:** Marketing/Advertising is defined as being the expenditures by the provider to persuade users to choose their particular relay service over that of other relay service providers. **All costs over \$10,000 should be itemized.** The cost of equipment given to, sold to, and/or used by relay callers, and call incentives are NOT to be reported as expenses. **ADDITIONAL DATA REQUIRED – see Appendix 1. See discussion at paragraph 82, Report and Order and Declaratory Ruling, released on November 19, 2007 (FCC 07-186).**
2. **Outreach:** Defined as educational outreach via the following methods: newspapers, TV, internet, community forums, etc. to inform the general community of the availability of TRS service in its various forms and future forms as technology evolves. Outreach is more generic, teaching and educating the community at large about relay, how to use it, how to call and receive calls from deaf and hard of hearing people. **ADDITIONAL DATA REQUIRED – see Appendix 1. See discussion at paragraph 82, Report and Order and Declaratory Ruling, released on November 19, 2007 (FCC 07-186).**
3. **Sub Contactor:** 3rd party costs associated with a contract to provide IP and VRS services. **Do not include profit or tax allowances of sub-contractor.**
4. **Other:** Expenses not previously reported. **ADDITIONAL DATA REQUIRED – see Appendix 1**

Subtotal Section E expenses.

Total Video Relay Services Expenses (A-E only).

F. Capital Investments

Please provide the year end net book value of capital investments by categories listed in Section F from which the depreciation expenses in Section D was calculated. **ADDITIONAL DATA REQUIRED – see Appendix 1**

Total Section F. (Do not add the Capital Investments total to the Total Expenses.)

-NECA PROPRIETARY-

RELAY SERVICES DATA REQUEST INSTRUCTIONS

II. Total Internet Protocol Expenses

Include **reasonable expenses attributable to providing IP Relay** as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the carrier. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Total Video Relay Services Expense Data.

III. Annual Relay Service Demand Data

All minute data should be reported in **conversation** minutes. Conversation minutes are measured in terms of conversation time, i.e., from calling party connection to called party to the disconnect of both parties. **Do not include** time for call set-up, call ringing, waiting for an answer, calls that reach busy numbers or receive no answers, and call wrap-up. **2006 minutes** should be **actual** conversation minutes. Provide actual **2007 conversation minutes** for 12 months (January through December 2007). Minutes for **2008 and 2009** should be **projected** conversation minutes by month. The projected minutes should reflect reasonable growth rates and include other considerations that might increase or decrease the minutes handled by a center, such as adding a new state to a center. Include a description of the methodology used to determine the projected minutes for 2008 and 2009.

Provide annual and projected minutes as follows:

Total Interstate Internet Protocol (IP) minutes: 2006 and 2007 actual minutes and 2008 and 2009 projected minutes by month

Total Interstate Video Relay Services (VRS) Minutes: 2006 and 2007 actual minutes and 2008 and 2009 projected minutes by month

IV. Traditional TRS, STS, CTS intrastate rate, conversation and session minute data for the annual MARS methodology

A. Per the Commission Report and Order FCC 07-186, each state TRS administrator and each provider of interstate TRS and STS is to provide the following data for the previous calendar year: **per-minute compensation rates for intrastate traditional TRS and STS; whether the rate applies to session minutes or conversation minutes; the number of intrastate session minutes for traditional TRS and STS; and the number of intrastate conversation minutes for traditional TRS and STS.**

1. Per-minute compensation rate for intrastate traditional TRS. Indicate whether the rate is conversation or session by completing the appropriate box on the form.
2. Per-minute compensation rate for intrastate STS. Indicate whether the rate is conversation or session by completing the appropriate box on the form.
3. Number of intrastate conversation minutes for TRS and or STS.
4. Number of intrastate session minutes for TRS and or STS.

B. Per the Commissions Report and Order FCC 07-186, each state administrator and each provider of interstate CTS and interstate and intrastate IP CTS is to provide the following data for the previous calendar year: **per-minute compensation**

-NECA PROPRIETARY-

RELAY SERVICES DATA REQUEST INSTRUCTIONS

rates for intrastate CTS; whether the rate applies to session minutes or conversation minutes; the number of intrastate session minutes for CTS; and the number of intrastate conversation minutes for CTS.

1. Per-minute compensation rate for intrastate CTS. Indicate whether the rate is conversation or session by completing the appropriate box on the form.
2. Number of intrastate conversation minutes for CTS.
3. Number of intrastate session minutes for CTS.

V. Additional Costs paid by the State for Intrastate TRS, STS and CTS for the annual MARS methodology

Per the Commissions Report and Order FCC 07-186, if the contractual per-minute compensation rate does not include all of the costs paid by the state to the provider for the relay service, the state should also list other amounts paid to the provider during the relevant calendar year.

A. Itemize additional costs paid by the State for Intrastate TRS and or STS. List each cost separately, one cost per line.

B. Itemize additional costs paid by the State for Intrastate CTS. List each cost separately, one cost per line.

VI. Certification

An officer or responsible accounting officer must certify the Center Data Request response. Please read the certification and sign accordingly.

APPENDIX 1 For IP and VRS

This Appendix applies to each service separately

SECTION B Annual Recurring Variable Expenses

1. Salaries and Benefits

A. Provide a detailed schedule of the number of full-time employees or part-time equivalent employees – *Non-management (persons performing communications assistant and interpreter activities)*, and the components of their compensation, including salaries and benefits. This includes the cost of contract interpreters and/or communication assistants. The schedule should tie to the actual and projected demand for 2006-2009.

Please provide data for each center.

B. Provide a detailed schedule of the occupancy and utilization percentages used to develop the number of employees required to meet call volumes. The schedule should tie to the schedule requested in A above.

Occupancy Percentage = # of minutes a CA/Interpreter is occupied processing a call(including set- up, wrap- up) / # of available minutes (payroll time)

-NECA PROPRIETARY-

RELAY SERVICES DATA REQUEST INSTRUCTIONS

Utilization Percentage = # of conversation minutes(does not include set-up, wrap-up) / # of minutes a CA/Interpreter is occupied processing a call(including set-up, wrap-up)

Please also include information on the normal workday length and the amount of time CAs/interpreters are at their desks waiting to take calls (available/payroll time minus lunch, breaks, vacation).

C. Provide the speed of answer you are staffing to meet for each center.

2. Salaries and Benefits

Provide a detailed schedule of the number of employees – **Management employees (relay center managers & supervisors)**, and the components of their compensation, including salaries and benefits. The schedule should tie to the actual and projected demand for 2006 - 2009. **Please provide data for each center and job description for each employee.** See discussion of executive compensation at paragraph 75, 78-79 of the Commission's Report and Order and Declaratory Ruling, released on November 19, 2007 (FCC 07-186).

3. Salaries and Benefits

Provide a detailed schedule of the number of employees – **Relay Center Staff (clerical staff and others who perform non communications assistant and interpreter activities)**, and the components of their compensation, including salaries and benefits. The schedule should tie to the actual and projected demand for 2006-2009. **Please provide data for each center and job description for employee.**

SECTION C Annual Administrative Expenses

1. Finance/Accounting

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide job descriptions for finance/accounting staff
- c) Provide other expenses incurred in providing accounting and financial services.

2. Legal/ Regulatory

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide other expenses incurred in providing legal services and a description of those expenses.

3. Engineering (day to day operations)

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide job descriptions for engineering staff.
- c) Describe Engineering activities and explain how it relates to meeting the non - waived mandatory minimum standards. (See FCC 04-137, ¶ 188-190)

4. Research and Development

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide job descriptions for Research and Development staff.
- c) Describe each TRS related Research and Development project and explain how it relates to meeting the non - waived mandatory minimum standards. (See FCC 04-137, ¶ 188-190)

6. Human Resources

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide job descriptions for Human Resources staff.
- c) Provide other expenses incurred in performing personnel administration activities. This includes forecasting, planning, recruiting and reporting.

-NECA PROPRIETARY-

RELAY SERVICES DATA REQUEST INSTRUCTIONS

7. Billing

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide other administrative expenses incurred in rating and providing billing information to exchange and interexchange carriers if not recovered by other means.

8. Contract Management

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide job descriptions of employees.
- c) Provide expenses of managing activities required by provider contract and a description of those activities.

10. Other Corporate Overheads

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide job descriptions of employees.
- c) Identify and explain the expenses included in corporate overhead.

d) Itemize any costs over \$10,000.

See discussion of overhead costs at paragraphs 74-75 of the Commission's Report and Order and Declaratory Ruling, released on November 19, 2007 (FCC 07-186).

SECTION D Annual Depreciation/Amortization Associated with Capital Investment

Depreciation method and period applied should be included. Departures from traditional depreciation methods should be explained in detail. **We emphasize that the depreciable life, depreciation method, and depreciation expense must be categorized by items listed in Section D.**

SECTION E Other Expenses

1. Marketing/Advertising

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits. This includes product management expenses associated with managing product lifecycle.
- b) Provide job descriptions of marketing/advertising staff.
- c) Identify and explain the expenses included in marketing/advertising.
- d) Itemize any costs over \$10,000.
- e) The cost of equipment given to, sold to, and/or used by relay callers, and call incentives are **NOT** to be reported in any expenses.
- f) Expenses associated with installation and training on the equipment are **NOT** to be reported.

2. Outreach

- a) Provide a detailed schedule of the number of employees and the components of their compensation, including salaries and benefits.
- b) Provide job descriptions of outreach staff.
- c) Identify and explain the expenses included in outreach.
- d) The cost of equipment given to, sold to, and/or used by relay callers, and call incentives are **NOT** to be reported in any expenses.
- e) Expenses associated with installation and training on customer premises' equipment are **NOT** to be reported.

See discussion of at paragraph 82 and Declaratory Ruling at paragraphs 89-94 of the Commission's Report and Order and Declaratory Ruling, released on November 19, 2007 (FCC 07-186).

4. Other

Do not include "Profit or Tax Allowances".

List and explain expenses not stated in other categories.

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RELAY SERVICES DATA REQUEST INSTRUCTIONS**SECTION F Capital Investments**

Support data for capital investment should include where appropriate, among other things: all capital equipment purchased in order to provide each form of TRS, itemized by equipment class, gross book values, accumulated depreciation, and net book values. **Only report the year end net book value in Section F.**

Only include capital investment items that are long term in nature and subject to depreciation. Items such as office supplies should be listed in Section B. 6. Relay Center Expenses.

-NECA PROPRIETARY-

Relay Services Data Request

Please read the attached instructions carefully before completing the data request.

Provider Identification

A. Service Provider/Administrator

Provider: _____

Contact Name: _____ Email ID: _____

Address: _____

City/State: _____ Zip: _____

Telephone: _____ Fax: _____

B. Data Request Response

Contact Name: _____ Email ID: _____

Telephone: _____ Fax: _____

The information included in this data request is true, accurate and complete to the best of my knowledge.

Contact Signature: _____ **Date:** _____

- C. To assist NECA in understanding your data**, please summarize any service changes/activities/improvements since the 2007 filing, or planned for 2008/2009, that caused/may cause substantial changes in cost and/or demand data. Include the methodology used to determine the projected minutes for 2008-2009. Examples: addition of a state; loss of a state contract; increase in volumes due to specific outreach program; call volume decrease due to use of internet or other non-TRS technology; decrease in minutes due to new, time saving technology; changes in volumes due to abnormal weather conditions; etc. Include any characteristics unique to a particular service or changes in the relay services marketplace as a whole.

[illegible]

Relay Services Data Request

D. Other Information

If additional space is required in responding to this section, please make copies of this page.

Current State/Entity Contract and Funding Information

List all states and applicable service type where you have a contract to perform that service.

State/Entity: _____

Contract Dates From: _____ To: _____

Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per CTS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per IP CTS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Are there any costs for interstate TRS or STS minutes, or all IP or VRS minutes currently being recovered by a means other than the TRS Fund? Yes ___ No ___

If yes, please indicate other source of recovery:

State/Entity: _____

Contract Dates From: _____ To: _____

Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per CTS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per IP CTS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Are there any costs for interstate TRS or STS minutes, or all IP or VRS minutes currently being recovered by a means other than the TRS Fund? Yes ___ No ___

If yes, please indicate other source of recovery:

State/Entity: _____

Contract Dates From: _____ To: _____

Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per CTS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per IP CTS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Relay Services Data Request

Are there any costs for interstate TRS or STS minutes, or all IP or VRS minutes currently being recovered by a means other than the TRS Fund? Yes ___ No ___ If yes, please indicate other source of recovery:

State/Entity: _____

Contract Dates From: _____ To: _____

Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per CTS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Per IP CTS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____

Are there any costs for interstate TRS or STS minutes, or all IP or VRS minutes currently being recovered by a means other than the TRS Fund? Yes ___ No ___

If yes, please indicate other source of recovery:

E. Center Locations

Please complete the following table with center location information.

SERVICE (TRS/STS/IP/CTS/VRS)	STREET ADDRESS	CITY, STATE & ZIP CODE	HOURS OF OPERATIONS

Relay Services Data Request

F. Subcontractors, etc. - Please provide a listing of all subcontractors, marketing entities, websites, and any other entities through which TRS services are provided. Use additional forms if needed.

Subcontractor Name: _____

Address: _____

City, State & Zip code: _____

Email Address: _____

Service Provided: _____

Subcontractor Name: _____

Address: _____

City, State & Zip code: _____

Email Address: _____

Service Provided: _____

VI. Certification

I hereby certify that I have overall responsibility for the preparation of accounting data for

(TRS, STS, IP, IP CTS, IP CTS, and/or VRS PROVIDER)

Relay Services Data Request

I certify that I am an officer of the above-named reporting entity that I have examined the foregoing report and, to the best of my knowledge, information and belief, all statements of fact contained in this Relay Services Data Request are an accurate statement of the affairs of TRS. In addition, I swear, under penalty of perjury, that all requested information has been provided and is accurate.

Date: _____

Signature: _____

Name: _____

Title: _____

PROVIDER'S NAME:

B4

Relay Services Data Request**III. Annual TRS Demand Data****1. Interstate Internet Protocol (IP) Conversation Minutes**

Minutes	2006 Actuals	2007 Actuals
Total IP Minutes		

2008 IP Projected Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Minutes													-

2009 IP Projected Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Minutes													-

2. Video Relay Service (VRS) Conversation Minutes

Minutes	2006 Actuals	2007 Actuals
Total VRS Minutes		

2008 VRS Projected Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Minutes													-

2009 VRS Projected Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Minutes													-

II. Total Internet Protocol Expense Data		2006	2007	2008	2009
		Actuals	Actuals	Projections	Projections
A. Annual Recurring Fixed Expenses					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
	Subtotal	0	0	0	0
B. Annual Recurring Variable Expenses					
1. Salaries & Benefits (Relay Center: Non - Management)					
2. Salaries & Benefits (Relay Center: Management)					
3. Salaries & Benefits (Relay Center Staff)					
4. Telecommunications Expenses					
5. Billing Expenses					
6. Relay Center Expenses					
	Subtotal	0	0	0	0
C. Annual Administrative Expenses					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Research and Development					
5. Operations Support					
6. Human Resources					
7. Billing					
8. Contract Management					
9. Risk Management					
10. Other Corporate Overheads					
	Subtotal	0	0	0	0
D. Annual Depreciation Associated with Capital Investment					
1. Furniture & Fixtures					
2. Telecommunications Equipment					
3. Leasehold					
4. Other Capitalized					
	Subtotal	0	0	0	0
E. Other TRS Expenses					
1. Marketing/Advertising Expenses					
2. Outreach Expenses					
3. Sub Contractor Expenses					
4. Other					
	Subtotal	0	0	0	0
Total Internet Protocol Expenses (Sections A - E only)		0	0	0	0
F. Capital Investments					
1. Furniture & Fixtures					
2. Telecommunications Equipment					
3. Leasehold					
4. Other Capitalized					
Total Internet Protocol Capital Investments (Section F only)		0	0	0	0

Relay Services Data Request

I. Total Video Relay Services Expense Data		2006 Actuals	2007 Actuals	2008 Projections	2009 Projections
A. Annual Recurring Fixed Expenses					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
	Subtotal	0	0	0	0
B. Annual Recurring Variable Expenses					
1. Salaries & Benefits (Relay Center: Non - Management)					
2. Salaries & Benefits (Relay Center: Management)					
3. Salaries & Benefits (Relay Center Staff)					
4. Telecommunications Expenses					
5. Billing Expenses					
6. Relay Center Expenses					
	Subtotal	0	0	0	0
C. Annual Administrative Expenses					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Research and Development					
5. Operations Support					
6. Human Resources					
7. Billing					
8. Contract Management					
9. Risk Management					
10. Other Corporate Overheads					
	Subtotal	0	0	0	0
D. Annual Depreciation Associated with Capital Investment					
1. Furniture & Fixtures					
2. Telecommunications Equipment					
3. Leasehold					
4. Other Capitalized					
	Subtotal	0	0	0	0
E. Other TRS Expenses					
1. Marketing/Advertising Expenses					
2. Outreach Expenses					
3. Sub Contractor Expenses					
4. Other					
	Subtotal	0	0	0	0
Total Video Relay Services Expenses (Sections A - E only)		0	0	0	0
F. Capital Investments					
1. Furniture & Fixtures					
2. Telecommunications Equipment					
3. Leasehold					
4. Other Capitalized					
Total Video Relay Services Capital Investments (Section F only)		0	0	0	0

TRS and STS Intrastate Rate Data for 2007

Appendix C

	Per-Minute Rate	Conversation or Session Minutes
State X	\$ 1.06	Conversation
State X	\$ 1.09	Conversation
State X	\$ 1.10	Conversation
State X	\$ 1.13	Conversation
State X	\$ 1.17	Conversation
State X	\$ 1.21	Conversation
State X	\$ 1.24	Conversation
State X	\$ 1.26	Conversation
State X	\$ 1.29	Conversation
State X	\$ 1.30	Conversation
State X	\$ 1.31	Conversation
State X	\$ 1.35	Conversation
State X	\$ 1.36	Conversation
State X	\$ 1.38	Conversation
State X	\$ 1.40	Conversation
State X	\$ 1.41	Conversation
State X	\$ 1.42	Conversation
State X	\$ 1.50	Conversation
State X	\$ 1.72	Conversation
State X	\$ 1.89	Conversation
State X	\$ 2.88	Conversation
State X	\$ 0.45	Session
State X	\$ 0.73	Session
State X	\$ 0.74	Session
State X	\$ 0.74	Session
State X	\$ 0.75	Session
State X	\$ 0.76	Session
State X	\$ 0.76	Session
State X	\$ 0.80	Session
State X	\$ 0.82	Session
State X	\$ 0.85	Session
State X	\$ 0.85	Session
State X	\$ 0.86	Session
State X	\$ 0.88	Session
State X	\$ 0.89	Session
State X	\$ 0.89	Session
State X	\$ 0.89	Session
State X	\$ 0.90	Session
State X	\$ 0.90	Session
State X	\$ 0.92	Session
State X	\$ 0.92	Session
State X	\$ 0.92	Session
State X	\$ 0.93	Session
State X	\$ 0.94	Session
State X	\$ 0.94	Session
State X	\$ 0.94	Session
State X	\$ 0.95	Session
State X	\$ 0.95	Session
State X	\$ 0.95	Session
State X	\$ 0.96	Session
State X	\$ 1.04	Session
State X	\$ 1.05	Session
State X	\$ 1.06	Session
State X	\$ 1.07	Session
State X	\$ 1.09	Session
State X	\$ 1.11	Session
State X	\$ 1.11	Session
State X	\$ 1.11	Session
State X	\$ 1.24	Session
State X	\$ 1.31	Session
State X	\$ 1.39	Session
State X	\$ 1.45	Session
State X	\$ 1.55	Session
State X	\$ 1.90	Session
State X	\$ 2.25	Session
State X	\$ 2.27	Session
State X	\$ 2.50	Session
State X	\$ 3.33	Session

There are 68 entities listed. Thirteen entities had rate and/or provider changes and one of the 13 also had a separate rate for STS. Puerto Rico is included.

Captioned Telephone Service Intrastate Rate Data For 2007

	Per-Minute Rate	Conversation or Session Minutes
State X	\$ 1.29	Conversation
State X	\$ 1.39	Conversation
State X	\$ 1.40	Conversation
State X	\$ 1.40	Conversation
State X	\$ 1.43	Conversation
State X	\$ 1.45	Conversation
State X	\$ 1.45	Conversation
State X	\$ 1.45	Conversation
State X	\$ 1.45	Conversation
State X	\$ 1.45	Conversation
State X	\$ 1.47	Conversation
State X	\$ 1.47	Conversation
State X	\$ 1.50	Conversation
State X	\$ 1.56	Conversation
State X	\$ 1.59	Conversation
State X	\$ 1.61	Conversation
State X	\$ 1.61	Conversation
State X	\$ 1.64	Conversation
State X	\$ 1.65	Conversation
State X	\$ 1.65	Conversation
State X	\$ 1.70	Conversation
State X	\$ 1.32	Session
State X	\$ 1.35	Session
State X	\$ 1.37	Session
State X	\$ 1.40	Session
State X	\$ 1.40	Session
State X	\$ 1.40	Session
State X	\$ 1.40	Session
State X	\$ 1.40	Session
State X	\$ 1.43	Session
State X	\$ 1.44	Session
State X	\$ 1.44	Session
State X	\$ 1.45	Session
State X	\$ 1.45	Session
State X	\$ 1.45	Session
State X	\$ 1.45	Session
State X	\$ 1.45	Session
State X	\$ 1.45	Session
State X	\$ 1.47	Session
State X	\$ 1.47	Session
State X	\$ 1.47	Session
State X	\$ 1.48	Session
State X	\$ 1.52	Session
State X	\$ 1.53	Session
State X	\$ 1.60	Session
State X	\$ 1.70	Session
State X	\$ 1.82	Session
State X	\$ 1.90	Session

There are 50 entities listed. Seven entities had rate and/or provider changes.

INTERSTATE TRS ADVISORY COUNCIL MEMBERSHIP LIST

E

NAME	REPRESENTING/TERM	ADDRESS	TEL. & FAX N0s.	EMAIL ID
Robert W. Lichtenberg Assistant Director Office of the Deaf and Hard of Hearing Olympia, WA	Hearing/speech disability community	18331 McLean Road S.W. Vashon, WA 98070 Mailing: P.O. Box 2727		lichter@dshs.wa.gov
Jack R. Cassell TRS Contract Administrator Wisconsin Department of Administration Division of Enterprise Technology	State regulatory – relay administration 8/07 – 7/11	101 E. Wilson St., 8 th floor, Madison, WI 53707-7844	800-901-8389 608-267-6934 tty 608-266-2164 fax	jack.cassell@wisconsin.gov
Brenda Kelly-Frey Director MD Relay State of Maryland, Dept. of Budget & Management	State regulatory – relay administration 4/08 - 3/12	301 W. Preston Street, Suite 1008A Baltimore, MD 21201	410-767-5891 V/TTY 1-800-552-7724 V/TTY 410-767-4276 fax	frey@dbm.state.md.us
Lawrence J. Brick Retired	TRS users 4/05-3/09	3017 Midvale Avenue Philadelphia, PA 19129-1027	1-877-467-4877 ext. 42338 215-438-4229 fax	pro@ga-sk.com
Monica Martinez Commissioner Michigan Public Service Commission	State regulatory 1/07 – 12/11	6545 Mercantile Way Suite 7 Lansing, MI 48911	517-241-6195 517-241-6189 fax	martinezml@michigan.gov
Sheila Conlon-Mentkowski Deaf Consumer	Deaf and Hard of Hearing community, 4/06 – 3/10	7502 Windbridge Drive #100 Sacramento, CA 95831	916-263-7372 work 916-263-7464 fax	s.mentkowski@comcast.net
Phil Erli Gen. Mgr., Ringgold Telephone Co.	Interstate service providers 3/06 – 2/10	7449 Nashville Street Ringgold, Georgia 30736	706-965-1253 706-965-2906	perli@rictel.com
Sharon Gillett Commissioner Massachusetts Department of Telecommunications and Cable	State regulatory 2/08 – 2/12	One South Station 4th Floor Boston, Massachusetts 02110	617-305-3769	Sharon.Gillett@state.ma.us
Kelby Brick Director, Legal & Regulatory Affairs Hands On VRS	TRS providers 4/07 – 3/11	2118 Stonewall Road Catonsville, MD 21228	kbrick.hovrs.com (videophone) 877-467-4877 ext.71849 (voice) 410-747-0167 (fax)	kbrick@hovrs.com
Gail Sanchez TRS Product Manager, AT&T	Interstate service providers 8/07 – 7/11	227 W. Monroe, Rm 4SS18 Chicago, IL 60606	312-230-5033 312-230-8678 tty 312-230-8615 fax	gvsanchez@att.com
Dixie Ziegler Vice Pres. Relay, Hamilton Relay Svc.	TRS providers 4/06-3/10	1001 Twelfth Street Aurora, NE 68818	402-694-5101 402-694-5037 fax	dixie.ziegler@hamiltonrelay.com
Ron Bibler Bibler Financial Group	TRS users 10/07-9/11	Suite 323-600 Central Plaza Great Falls, MT 59401	(406) 727-7851 (via 2- Line CapTel)	ron@biblerfinancial.com
Rebecca Ladew Speech disabled consumer	Hearing/speech disability community 8/06 – 7/10	1608 Roundhill Road Baltimore, MD 21218-2213	410-467-0967	rebecca.ladew@verizon.net
NECA STAFF John Ricker Director, Universal Svc Support Prog. Jill Cardoso TRS Fund Administration Jeff Henderson Federal Fund Financials – Sr. Analyst Marina Aparicio Assoc. Mgr – Federal Funds Billing	TRS Fund Administrator July 26, 1999 – July 25, 2003 Extended 7/03 on a month-to- month basis.	80 S. Jefferson Road Whippany, NJ 07981 Room N 3004 Room N 3096 Room N 3098 Room N 3097	973-884-8262 fax 973-884-8085 973-884-8124 973-884-8261 973-884-8334	jricker@neca.org jcardos@neca.org jhender@neca.org maparicio@neca.org

Interstate TRS Advisory Council

F

Meeting Minutes March 29, 2007

ATTENDEES	
Council Members	REPRESENTING
Warren Barnett	Deaf and Hard of Hearing Community
Ed Bosson	State Relay Administrators
Clayton Bowen	State Relay Administrators
Larry Brick	TRS Users
Monica Martinez	State Regulatory
Todd Williams (alternate for Paul Ludwick)	TRS Providers
Gail Sanchez	TRS Fund Service Providers
Sheila Conlon-Mentkowski	Deaf and Hard of Hearing Community
Dixie Ziegler	TRS Providers
Rebecca Ladew	Hearing/Speech Disabled Community
Phil Erli	TRS Fund Service Providers
NECA	
John Ricker	TRS Fund Administration
Jill Cardoso	TRS Fund Administration
Jeff Henderson	TRS Fund Administration
Marina Aparicio	TRS Fund Administration
FCC	
Jay Keithley	CGB
Tom Chandler	CGB - DRO
Sharon Diskin	OGC
Rend Al-Mondhiry	CGB
Audience	
Mark Stern	GoAmerica
Brenda Kelly Frey	MD Relay / NASRA
Anne Girard	Hamilton Relay
Pam Stewart	MD Relay
Bill Schwall	CAC VRS
Debra Maclean	CAC VRS
Mike Maddix	Sorenson Communications
Ruth Milkman	Outside Counsel for Sorenson
Wesley Huntsman	Sorenson Communications
Cheryl Parrino	PSC6 / Sorenson Communications
Mike Ligas	Sprint
Karen Peltz Strauss	KPS Consulting
Karl Kosiorek	Snap VRS
George Lyons	Lucas, Nace, Gutierrez & Sachs
Mike Strecker	CSDVRS

Attendance

The Interstate Telecommunications Relay Services (TRS) Fund Advisory Council met in Washington DC, on March 29, 2007. Council members attending as well as other attendees who signed in are listed above.

Convene

Warren Barnett, Council Chair, convened the meeting around 8:30 a.m. Mr. Barnett asked Council members and other attendees to introduce themselves.

September 7, 2006 Meeting Minutes

After the introductions, the minutes from the September 7, 2006 meeting were approved by the council.

FCC Update

Tom Chandler, Chief of the Disabilities Rights Office, delivered the FCC update. Mr. Chandler discussed what better role the TRS Advisory Council might be able to play, reviewed what the FCC has done since the September 2006 meeting, addressed TRS matters pending before the FCC and other issues of interest to the

Council that the FCC is addressing. Specifically, he focused on eleven pending proceedings; Further Notice of Proposed Rule Making cost recovery methodology with regard to the various services, IP Relay Fraud, VRS 911 and numbering, Sprint's 2006-2007 Traditional TRS rates regarding treatment of overhead costs, Telco Group petition denied but filed an application of review, Globe petition regarding the revenue base used to calculate what they must contribute into the fund, petition by Hawk Relay for certification as a VRS provider, petition pending to seek a change in the STS rules extending the time a communication assistant must stay with a call, VRS, IP and CapTel should be mandatory services, separation of VRS costs and speed of answer enforcement.

Mr. Chandler mentioned five items released by the Commission since the September 2006 meeting. They included the dismissed petition for clarification regarding the applicability of the 24/7 rule ASL to Spanish VRS, the Order extending, one more year, the Waiver for emergency call handling requirements for VRS, the Order recognizing captioned telephone service as a form of TRS reimbursed at the IP rate, the Commission certification of HandsOn as a VRS & IP relay provider and an Order clarifying Waivers for caption telephone service.

Other matters of interest mentioned by Mr. Chandler included the annual waiver reports for VRS and IP relay due date of April 16, the Commission's RFP for the Fund Administrator, the state recertification process and reorganizing all of the TRS rules.

Mr. Chandler left the council members with some thought provoking questions related to TRS which included the following: What cost methodology other than the present one might be used to determine a fair and reasonable compensation rate? What cost elements appropriately go into determining what is a fair and reasonable compensation rate? What do we do if we know that some providers receive compensation in excess of their actual cost? Do our recently adopted certification procedures really make sense? Should we be doing more auditing not only of provider minutes and costs but also their compliance with rules in offering service?

Mr. Jay Keithley, Consumer & Governmental Affairs, Deputy Bureau Chief spoke next. He discussed the importance of providing the best possible TRS services at the best price and moving from decisions based on projections to decisions based on facts. In the future, he would ask the council's assistance on two areas one being to help the Commission understand what are the actual TRS costs and the second is the best way to provide numbering and E911. Mr. Keithley went on to express the need for consensus before making final decision. Mr. Keithley and Mr. Chandler responded to questions from members of the Council and the audience.

Council Members' Agenda Items

TRS Provider Representative Election

Todd Williams alternate for Paul Ludwick from Sprint wanted to discuss the merger of a couple of TRS providers and whether they should have one vote rather than two votes for council provider election matters. This matter was discussed briefly but withdrawn and referred to the relay providers to discuss if necessary.

NECA Staff Reports

Mr. Jeff Henderson, Senior Analyst, provided an update on the Fund Status and Projection Report as of February 28, 2007. The current fund balance is \$123.7 Million, contributions received during February of \$310.2 Million, receivables of \$127 Million and provider payments of \$305.2 Million. All investments are in US Treasury bills as directed by the FCC. Payment to NECA for administrative expenses year to date is \$665.7 Thousand and \$15.4 Thousand for Council expenses. The names of the providers by service type were provided as well as the service type statistics. Mr. Ricker and Mr. Henderson responded to questions from the members of the Council and the audience.

Interstate Fund Filing

Mr. John Ricker began the discussion by reminding everyone about the FCC Further Notice of Proposed Rule Making on the rate methodology and how the FCC is considering several alternatives. Mr. Ricker added that this year the NECA 2007 – 2008 Fund filing would be based on the data the providers gave NECA and that NECA would provide the Commission with results of several alternative formulas rather than providing a single formula for each service in hopes that this approach would be more helpful to the FCC as they decide on the rate making methodology.

Mr. Ricker addressed the issue of demand growth prior to reviewing the cost and formula development. Mr. Ricker explained that in developing demand projections for the May filing, NECA adopted a suggestion made by AT&T in its comments on the 2005 filing that average daily change in minutes be used as the basis for projecting future demand as it would account for different numbers of days in each month. Mr. Ricker explained that using the average daily change methodology produced projections that show a downward trend in Traditional TRS minutes, STS minute growth, some growth in IP minutes and significant growth in VRS minutes. The total fund size would be \$620 million for the 2007-2008 fund year if all the provider cost and

demand data provided was used or almost \$200 million more than last year once you include NECA administrative expenses and interest income from last year. This would produce a contribution factor of 0078.

In discussing the cost projections, Mr. Ricker explained that NECA had assigned the costs to nine categories: land & buildings, communications assistants (CAs) including contract expense, relay center expense excluding the CAs, indirect expenses, depreciation expense, marketing and outreach expense, other expense, and return on investment.

Mr. Ricker provided the weighted average per minute cost per category for each service type for 2005 and 2006 actual cost as well as 2007-2008 provider projected filing data. He explained the potential rate alternatives to be included in the 2007-2008 filing as provider data as submitted, provider data less marketing, provider data less outreach and provider data less marketing and outreach. The other alternatives were provider cost with NECA demand; provider historical cost data with inflation, historical non-interpreter cost data with inflation & projected interpreter cost with NECA demand and for each of these alternatives reflecting the rate without marketing, without outreach and without marketing and outreach. These alternatives were provided for each of the service types.

Reconvene after Lunch

Warren Barnett, Council Chair, re-convened the meeting at 1:00 pm.

Interstate Fund Filing continued

Mr. Ricker concluded the presentation and responded to questions from the members of the Council and the audience.

Old Business/New Business

Warren Barnett recognized two members of the council who will be ending their term at the conclusion of this meeting; they are Ed Bosson from Texas and Paul Ludwick from Sprint.

The Council decided that the committee formed at the last meeting would continue their work and address E911 and numbering as well as the original agenda items July 2006 Further Notice, the role of the council, TRS rate making methodology, the contribution factor and contributors. The committee agreed to meet on May 10, 2007 at the NECA Chicago office.

Next Meeting

The council selected to hold the fall council meeting in conjunction with NASRA in September pending FCC attendance and chose San Francisco as an alternate in conjunction with CTIA.

Adjourn

The meeting was adjourned at approximately 3:00 p.m.

Respectfully submitted,
Clayton Bowen
Secretary

By Jill Cardoso, NECA

Warren Barnett, Chair
Ed Bosson
Rebecca Ladew
Phil Erli

Clayton Bowen, Sect'y
Larry Brick
Sheila Conlon-Mentkowski
Todd Williams (alternate for Paul Ludwick)

Gail Sanchez
Monica Martinez
Dixie Ziegler

Interstate TRS Advisory Council

F

Meeting Minutes October 2, 2007

ATTENDEES	
Council Members	REPRESENTING
Warren Barnett	Deaf and Hard of Hearing Community
Clayton Bowen	State Relay Administrators
Larry Brick	TRS Users
Toni Acton (alternate for Gail Sanchez)	TRS Fund Service Providers
Sheila Conlon-Mentkowski	Deaf and Hard of Hearing Community
Dixie Ziegler	TRS Providers
Rebecca Ladew	Hearing/Speech Disabled Community
Kelby Brick	TRS Providers
Jack R. Cassell	State Relay Administrators
NECA	
John Ricker	TRS Fund Administration
Jill Cardoso	TRS Fund Administration
Tracey Saltenberger	Attorney
FCC	
Nicole McGinnis	CGB
Tom Chandler	CGB - DRO
Diane Mason	CGB
Traci Randolph	CGB
Audience	
Anne Girard	Hamilton Relay
Debra Maclean	CAC VRS
Mike Maddix	Sorenson Communications

Attendance

The Interstate Telecommunications Relay Services (TRS) Fund Advisory Council met in Washington DC, on October 2, 2007. Council members attending as well as other attendees who signed in are listed above.

Convene

Mr. Warren Barnett, Council Chair, convened the meeting around 8:30 a.m. Mr. Barnett asked council members and other attendees to introduce themselves. Mr. Barnett suggested a change to the agenda moving the FCC update from 9:30 am to 9:00 am with the NECA update following. The council adopted the motion to change the agenda.

March 29, 2007 Meeting Minutes

After the introductions, the minutes from the March 29, 2007 meeting were discussed by the council. Dixie Ziegler suggested that the March 29, 2007 meeting minutes did not include certain items the council had asked to be included in the May 1, 2007 filing. Ms. Ziegler did not have her notes from the previous meeting, however, the Council agreed to postpone approving the meeting minutes from the March 2007 meeting until the next council meeting. NECA agreed to assist Ms. Ziegler in identifying these items and a resolution.

FCC Update

Tom Chandler, Chief of the Disabilities Rights Office, delivered the FCC update. Mr. Chandler introduced Ms. Nicole McGinnis, Deputy Bureau Chief. He went on to discuss what the FCC has done since the March 2007 meeting. On May 4, there was a Public Notice reminding merchants about their responsibilities with relay calls and suggestions to avoid relay fraud. The Commission is continuing to work on a long term solution. On June 15, there was an Order that extended the disability access requirements of Section 255 to interconnected VoIP providers. Section 255 requires telecommunication services and equipment to be accessible to persons with disabilities. The Order also required Interconnected VoIP providers to pay into the TRS Fund the same way that providers of interstate telecommunications services pay into the fund. The order expressly requires interconnected VOIP providers to offer 711 dialing service and to route such calls to the appropriate relay center. On June 22, there was a Public Notice reminder about the annual complaint log summaries,

interstate TRS providers and certified state programs file annually summarizing the consumer complaints that they received. The Commission is in the process of reviewing them and also exploring this year whether we should release a Public Notice that summarizes the results. Also on this day, a Public Notice reminding TRS providers to update their contact information on file with the Commission and reminding certified state TRS programs that the current five year certification period ends July 26, 2008. At the end of June, the 2007-2008 rate Order continuing the rates from the previous funding year pending the possible adoption of new cost recovery methodologies and new rates under those methodologies. On August 3, there was a Public Notice seeking comment on a petition regarding one of the VRS providers' employment contract arrangements. On September 21, Public Notices granting certification to CSDVRS and Hawk Relay as VRS providers and to Hawk relay as also an IP provider. Other matters of interest include certain waivers of mandatory minimum standards for VRS and VoIP expire at the end of this year and 2008. The Commission will be addressing the impending expiration of these waivers. Emergency call handling is also waived but there is no deadline. It is possible the Commission will address the 911 emergency call handling issue in a separate item from the expiration of all of the other waivers because of the importance of emergency call handling and its relationship to other issues including VoIP issues. A couple of pending matters involving payment into the fund concerning Telco Group and Globe com which are under consideration. Sprint's petition for reconsideration pending for the last two rate orders with regard to traditional TRS rate and the disallowance of certain overhead costs. Lastly, the reorganizing of the TRS rules and the RFP for the Fund administrator are two additional items on the FCC agenda.

Mr. Chandler spoke about the rapid growth in VRS minutes and that if the minutes continued at the same demand as August and at the current rate the fund will pay almost a half billion dollars for VRS. IP relay is not growing at the same rate and is somewhat flat. Mr. Chandler suggested that the TRS Advisory Council may want to take a closer look at the minutes of use, legitimacy of minutes, that the FCC rules are followed and that providers are not manufacturing the minutes for their own benefit. Second, adopting new cost recovery methodologies for the various forms of TRS is before the Commission for VRS and for other services. It is possible that something like the Mars plan may be adopted for traditional TRS, STS and possibly CapTel. The council in its role in advising on cost recovery matters should be cognizant of what is happening both in terms of minutes of use and actual cost data and what that data says about the cost of providing service. Third, the matter of TRS providers buying other TRS providers or private equity companies buying VRS providers but what does that tell us about the rates and what does that tell us about how VRS service is being provided. Finally, the council should consider the fact that Section 225 makes it clear that the TRS services were never intended to be entirely free to consumers as they are today for some of the forms of TRS, but that only the relay costs of a call would be compensated by the States or the interstate fund. Section 225 states that consumers cannot be required to pay rates any greater than the rates of a voice telephone user would pay for calls of similar duration and distance. This implies that some part of a TRS telephone call would be paid for by the consumer. The council might want to think about what services and what components of the call is the fund really paying for and is that amount consistent with Section 225. The Commission does not receive too many consumer complaints about the services which is a great thing considering that these services are so widely used. The Commission urged consumers with complaints, issues and concerns to contact them.

Lastly, Mr. Chandler addressed the council concerning their ex-parte filing. He mentioned five areas discussed in the filing: stable and relatively predictable rates, making provider cost and demand data public, the enforcement bureau and the council, modifying the provider certification rules and additional oversight of providers and E911 issues.

Mr. Chandler addressed questions from the audience on the consumer complaint log, timeline for consolidating TRS rules, equipment, VRS to TTY calls, E911 and numbering and internet service providers as contributors to the fund.

Ms. Dixie Ziegler asked Mr. Chandler some questions concerning the council's ex-parte filing including who the council should notify as far as their work on legitimate VRS minutes and monitoring of providers, if the Commission was still interested in the council becoming more involved with E911 and possibly make some recommendations. Lastly, the discussion concerned the issue of transparency of the provider cost and demand data to enable the council to do a better job.

NECA Staff Reports

Ms. Jill Cardoso, Manager TRS Administration, provided an update on the Fund Status and Projection Report as of August 31, 2007. The current fund balance is \$127.3 Million, contributions received during August of \$130.8 Million, receivables of \$427.8 Million and provider payments of \$93.1 Million. All investments are in US Treasury as directed by the FCC. Payment to NECA for administrative expenses year to date is \$230.2 Thousand. July 2007 minutes reimbursed in August were \$47.6 Million and the projection was \$42.9 Million. The names of the providers by service type were provided as well as the service type statistics. Various charts depicting actual minute demand vs. projected demand for the various relay service types were presented to the Council. Mr. John Ricker, Director of Universal Service Programs Support, continued the presentation concerning the increase in VRS demand and the solvency of the TRS Fund. He also discussed the addition of VoIP providers as contributors to the Fund; however, their contributions would not make-up the short fall needed due to the increase in VRS demand and the possibility existed that the fund could become insolvent March /April 2008. Mr. Ricker asked the council and the council approved using the revised demand projections in NECA's monthly